

Tyson Siekiera / TMS Toyota Customer Services
Product Quality and Service Support, Quality Compliance
December 8, 2014
Approved By: Bob Waltz

To: All Toyota Dealers
From: Product Support Division

Warranty Enhancement Program (Phase 1 Reimbursement ONLY) – ZE6

Certain 2003-2005 MY 4Runner
Certain 2005-2010 MY Avalon
Certain 2007-2011 MY Camry & Camry Hybrid
Certain 2004-2010 MY Sienna
Certain 2004-2008 MY Solara

Extension of Warranty Coverage for Cracked and/or Sticky/Melting Dashboards (Instrument Panels) as a Result of Heat or Humidity

In our continuing efforts to ensure the best in customer satisfaction, Toyota is announcing a Warranty Enhancement Program. This program extends the warranty coverage for repairs related to cracked and/or sticky/melting Dashboards (Instrument Panels) as a result of heat or humidity on 2003-2005 model year 4Runner, 2005-2010 model year Avalon, 2007-2011 model year Camry and Camry Hybrid, 2004-2010 model year Sienna, and 2004-2008 model year Solara vehicles.

Phase	Description	Tentative Mailing Schedule
1	Reimbursement	Mid-December, 2014
2	Part Replacement	May, 2015

- A Dealer Letter containing additional information has been posted on TIS
- Please refer to TIS for vehicle applicability and additional information
- An FAQ has been attached for your reference

Customer and Media Contacts

- A FAQ has been attached for your use in the event you receive a customer contact. If a customer has further questions, please direct the inquiry to the Toyota Customer Experience Center at 1-800-270-9371.
- If you are a dealership associate and have any questions, please contact your District Service/Parts Manager.
- ***In the event you are contacted by the News media***, it is imperative that all media contacts (local and national) receive a consistent message. Please direct all media contacts to Cindy Knight (310) 468-2170, in Toyota Corporate Communications. (Please do not provide these numbers to customers or call if you are a dealer associate. Please provide these contacts to only media associates.)



Warranty Enhancement Program – ZE6

Certain 2003-2005 MY 4Runner

Certain 2005-2010 MY Avalon

Certain 2007-2011 MY Camry & Camry Hybrid

Certain 2004-2010 MY Sienna

Certain 2004-2008 MY Solara

Cracked and/or Sticky/Melting Dashboards (Instrument Panels) as a Result of Heat or Humidity

BACKGROUND

In our continuing efforts to ensure the best in customer satisfaction, Toyota is announcing a Warranty Enhancement Program. This program extends the warranty coverage for repairs related to cracked and/or sticky/melting Dashboards (Instrument Panels) as a result of heat or humidity on 2003-2005 model year 4Runner, 2005-2010 model year Avalon, 2007-2011 model year Camry and Camry Hybrid, 2004-2010 model year Sienna, and 2004-2008 model year Solara vehicles.

Q1: What is the condition?

A1: Toyota has received reports indicating that under certain circumstances, a combination of high humidity and high temperatures, may cause the surface of the Dashboard on the vehicles identified above to become cracked and/or sticky/melted over time. This cosmetic condition is corrected by replacing the affected Dashboard.

Although the Dashboard is covered by Toyota's New Vehicle Limited Warranty for 3 years or 36,000 miles (whichever occurs first), we at Toyota care about our customers' overall ownership experience. To ensure our customers' satisfaction, we will be offering an extension of the warranty coverage for this particular condition.

***Please Note:** Dashboards can become cracked and/or sticky/melted over time for a number of different reasons and under a number of different circumstances. If the Dashboard has become cracked and/or sticky/melted as a result of heat or humidity, the repair will be performed at **no charge** as soon as parts become available.*

Q2: What is Toyota going to do?

A2: This Warranty Enhancement Program will be launched in Two Phases due to limited parts availability.

Phase 1

Toyota is currently preparing and obtaining the necessary parts to implement this Warranty Enhancement Program. We anticipate it will take a few months to prepare and obtain the necessary parts. Therefore, at this time, we are notifying you of this upcoming warranty enhancement program and providing means for you to seek reimbursement for out of pocket expenses incurred in the event that you paid for previous repairs.

Phase 2

Once sufficient parts have been prepared and obtained, we will send another owner notification letter.

Q2a: Why is Toyota notifying me if there are not sufficient parts to support vehicle repairs at this time?

A2a: At this time, Toyota is providing the means for you to seek reimbursement consideration in the event that you paid for previous repairs related to this condition. Toyota is also explaining that if this condition currently exists for your covered vehicle, you may seek replacement at no cost once sufficient parts have been prepared and obtained.

Q2b: When does Toyota anticipate the second owner notification letter will be sent?

A2b: Due to current production capacity, Toyota anticipates that a second owner notification letter notifying owners that repairs are ready to be performed will begin to be sent in Spring, 2015. We ask that you wait until this second owner notification letter is received before seeking replacement for this cosmetic condition at no cost to you.

Q2c: Can I be reimbursed for what I previously paid to repair a cracked and/or sticky/melted Dashboard?

A2a: Yes, at this time, Toyota is providing a means for reimbursement in the event that you paid for previous repairs related to this condition.

Q3: Which vehicles are covered by this Warranty Enhancement Program?

A3: There are approximately 3.42 million vehicles covered by this Warranty Extension.

Model	Model Year	Production Period	Appx. UIO
4Runner	2003-2005	Early September 2002 – Early August 2005	328,600
Avalon	2005-2010	Early January 2005 – Late February 2010	331,400
Camry/HV	2007-2011	Early January 2006 – Late January 2010	1,631,200
Sienna	2004-2010	Mid-January 2003 – Early January 2010	924,800
Solara	2004-2008	Early July 2003 – Mid December 2008	203,400

Q3a: Are there any other Toyota, Lexus or Scion vehicles covered by this Warranty Enhancement Program?

A3a: Yes. Certain 2007-2008 model year ES 350, 2003-2008 model year GX 470, 2006-2008 model year IS 250/350, 2007 model year LS 460, 2004-2006 model year RX 330, 2007-2009 model year RX 350, and 2005-2008 model year RX 400h vehicles are also involved in this Warranty Enhancement.

Q4: What are the coverage details of this Warranty Enhancement Program?

A4: This Warranty Enhancement Program provides a Primary and Secondary coverage for your vehicle's "New Vehicle Limited Warranty" as it applies to the Dashboard. The specific condition covered by this program is any cracked and/or sticky/melting Dashboard as a result of heat or humidity. If the condition is verified, the repair will be performed in accordance with the applicable TSB under the terms of this Warranty Enhancement Program.

- The **Primary Coverage** offers warranty enhancement described herein for all owners of covered vehicles until May 31, 2017, **regardless of mileage or date of first use of the vehicle.**
- **Secondary Coverage** supplements the Primary Coverage for some owners by offering the warranty enhancement described herein for **10 years from the date of the first use of the vehicle, regardless of mileage.** For instance, if you own a 2009 Camry that was first used on January 1, 2010, you are entitled to the warranty enhancement through January 1, 2020.

Please note that this coverage is for warranty repair for Dashboards only, and must be performed at an authorized Toyota dealer only. A maximum of one Dashboard replacement can be performed, if eligible, under this Warranty Enhancement Program.

This Warranty Enhancement Program is subject to the same terms, conditions, and limitations set forth in the New Vehicle Limited Warranty Section of the Owner's Warranty Information booklet, with the exception of the warranty enhancement coverage for this specific condition. **For example, damage from abuse, accident, theft, and/or vandalism is not covered by the New Vehicle Limited Warranty or this warranty enhancement.** To the extent your Owner's Warranty has expired, it is being extended only as to the specific condition and parts identified above, subject to the terms, conditions, and limitations in that Warranty.

Q5: What should I do if my vehicle's Dashboard is cracked and/or sticky/melted?

A5: Due to limited parts availability at this time, it is not possible for Toyota to immediately replace affected Dashboards for vehicles covered under this Warranty Enhancement. We will send you a second owner notification letter as soon as sufficient parts have been prepared and obtained to repair this cosmetic condition for affected vehicles. Dashboard replacement under this Warranty Enhancement can be completed after receiving the second owner notification letter.

Q6: What if I have previously paid for repairs to my vehicle for this condition?

A6: If you have previously paid for repairs to address this specific condition, please refer to the owner letter for reimbursement consideration instructions.

Q7: What if I have additional questions or concerns?

A7: If you have additional questions or concerns, please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Time.